



# City of Tempe

## HOUSING SERVICES SPECIALIST II+

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	166	<i>FLSA Status:</i>	Non-Exempt
<i>Department:</i>	Human Services	<i>Salary / Hourly Minimum:</i>	\$21.596635
<i>Supervision Level:</i>	Non-Supervisor	<i>Salary / Hourly Maximum:</i>	\$29.155288
<i>Employee Group:</i>	NSU	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Housing Services Specialist II+
<i>Drug Screen / Physical:</i>	N	<i>EEO4 Group:</i>	Paraprofessionals

### DISTINGUISHING CHARACTERISTICS

The Housing Services Specialist II+ is the full journey level class within the series. Employees within this class are distinguished from the Housing Services Specialist I+ by the performance of the full range of duties as assigned including more complex work assignments. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Positions in these classes are flexibly staffed. Appointment to the Housing Services Specialist II+ level requires that the employee is satisfactorily performing the full range of duties assigned to the II level class and meets the minimum requirements for the class.

### REPORTING RELATIONSHIPS

Receives direct supervision from the Housing Services Supervisor.

Receives general supervision from the Housing Services Manager or from other supervisory or management staff.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Two years responsible experience in assisted housing programs, housing revitalization programs or affordable housing programs or directly related to the core functions of this position. Experience with Section 8 and/or CDBG, HOME or other housing grant programs is desirable. Bilingual skills are also desirable.
<i>Education:</i>	Equivalent to a Bachelor's degree from an accredited college or university with major course work in social work, human services, sociology, public administration, or degree related to the core functions of this position.
<i>License / Certification:</i>	Possession of, or required to obtain within six (6) months of hire, one of the following professional certifications: <ul style="list-style-type: none"><li>• Housing Specialist</li><li>• Housing Occupancy</li></ul>

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|  | <ul style="list-style-type: none"> <li>• Housing Quality Standards</li> <li>• or other related housing or assisted housing professional certifications</li> </ul> |
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## ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of administrative technical and clerical duties involved in the implementation of the City's assisted housing programs; to perform specialized field and office work to provide housing assistance to residents, individuals and families, and to promote affordable housing opportunities through rental assistance and first-time homebuyer programs.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Provide information and educate tenants, owners, and landlords regarding housing quality standards, and housing assistance policies, rules, and regulations.
- Accept and process housing assistance pre-applications and applications; maintain list of applicants.
- Negotiate with and notify owner of determinations with respect to their offers and proposals.
- Interview applicants and participants to determine eligibility and continuing eligibility for housing programs; certify financial eligibility for housing assistance programs.
- Compute tenant rent amounts; compute housing assistance payment amount; process rental assistance overpayments; maintain confidential records.
- Prepare and maintain required records, files and reports of activities.
- Negotiate and prepare lease agreements and contracts.
- Schedule inspection appointments for initial tenants and annual reviews for tenants on program; may conduct Housing Quality Standards inspections.
- Conduct rent reasonableness surveys.
- Assist in mediating differences between participants and landlords.
- Investigate suspected fraud or abuse and, if necessary, prepare and present documentation at informal reviews and hearings.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

## PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Pending

## COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<i>For more information about the City of Tempe's competencies for all classifications:</i> <a href="#">City of Tempe, AZ : Competencies</a>		

## JOB DESCRIPTION HISTORY

*Effective November 1988*  
*Reviewed August 1989*  
*Revised December 2001*  
*Revised June 2002 (creation of flex-class)*  
*Revised April 2017 (duties, education, licenses/certifications)*